

SUCCESS STORY

MOTOTRBO • ZONITH Alarm Control System



MOTOTRBO™ Intelligent Alarm Control

"We work more efficiently because people immediately receive technical alarms on their radios and don't need to contact the control room."

Adrian Platt, HSBC System Engineer



MOTOTRBO™ Intelligent Alarm Dispatch gives HSBC Peace of Mind

Global banking and financial services group HSBC has chosen a MOTOTRBO™ digital radio system combined with Zonith Alarm Control Software (ACS) for maintenance and security operations at its North London Data Centre.

The 200 000 sq ft site houses server rooms that process thousands of banking transactions each day from customers throughout the United Kingdom. Security is thus of paramount importance. In addition, the building in which HSBC's data centre is housed is designed to comply with the latest environmental and sustainable standards. HSBC needed a 24-hour monitoring solution for its security, fire, technical maintenance and environmental emission alarms as well as the ability to alert the right person instantly as soon as an alarm is activated.

Motorola Application Partner Zonith installed its Alarm Control Software (ACS) in the main data centre control room where it is linked to a building management system. When an alarm is raised, the ACS pairs the alarm with the right on-duty employee using an intelligent scheduler. An action filter then determines which competency is required for the specific alarm (fire, security or maintenance, for example), ensuring the person with the right skills is alerted. A text message is dispatched immediately over the MOTOTRBO network to resolve the problem. If a particular employee cannot respond to an alarm, it is automatically escalated to the next person on the list, ensuring that the alarm is always despatched to the right person, on time. All alarms are recorded for performance analysis and future process improvement.

High priority alarms can also be sent to MOTOTRBO and GSM users simultaneously, allowing on-site users and management to receive the alert and to provide uninterrupted monitoring, including during weekends and holidays. "This is an advanced alarm dispatch solution that leverages the sophistication of the MOTOTRBO digital radio platform to increase safety and efficiency. Personnel are able to respond to business-critical alarms more quickly and they don't have to spend time constantly monitoring control room computers," noted Eoin Foy, International Channel Sales Manager at Zonith.

HSBC has chosen the MOTOTRBO Zonith Alarm Control system as the preferred solution for all six of its data centres. To date, twenty five MOTOTRBO units have been deployed at its North London Data Centre. The radios were supplied by Motorola Distribution Partner Radiocomms Systems Limited T/A London Communications. ACS for MOTOTRBO also forms the backbone of solutions such as lone worker protection and panic button notification which is designed to optimise personnel safety in a variety of potentially hazardous work environments.

Industry name
Banking

Solution Features

- 25 DP 3600
- Automatic dispatch of alarms from any source
- Panic button
- Lone Worker
- Indoor positioning
- Integrated scheduler

Benefits

- Quicker response times to urgent alarms
- Alarms assessed against employee schedule and competency
- Technical alarm notification on the radio
- Immediate dispatch to the responsible person
- Alarm can remotely be closed using the radio
- Audit trail of alarm history
- Less time spent monitoring Control Room computers
- Single serial port interface with central server



MOTOROLA

Motorola Ltd, Enterprise Mobility Solutions, Jays Close, Viabes Industrial Estate, Basingstoke, Hampshire, RG22 4PD, UK
www.motorola.com

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